



User Manual PIM DAM
Product Specification Form F
V.1

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1 GENERAL

This user instruction was prepared as a support tool when completing the PIM DAM web form 'Product Form F'. The PIM DAM form product specification F replaces the current MS Word HEMA product specification form F. HEMA sends this form to the suppliers to obtain extensive information on the product supplied. Completing HEMA's PIM DAM Product Specification Form F is mandatory to suppliers.

The information in the form is used for, among other things, compliance with several statutory guidelines and for autofilling label texts. The PIM DAM web form was introduced, among other reasons, to provide maximum support to the user (the supplier) when completing the form. The supplier is assisted in entering the correct data based on validation.

The user instruction consists of a number of chapters:

- Chapter 2 indicates which key requirements there are for working with the web form;
- Chapter 3 provides a general explanation of the PIM DAM web form 'Product Specification Form F'. This describes how the PIM DAM web form works, indicating its functionalities. Furthermore, the process of requesting and approving information etc. is explained;
- Chapter 4 further explains the various sections of the form and how to complete these;
- Chapter 5 is a FAQ section.

2 SYSTEM REQUIREMENTS

In order to use the PIM DAM web form, the supplier must use:

- Internet Explorer version 9.0 or higher. Any Internet Explorer version lower than 9.0 will not be able to make the form work.
- Or Firefox,
- or Google Chrome.

If the form does not work as it should when opening the link in the e-mail, it is possible that it does not open the correct web browser. We recommend suppliers to contact their own IT department.

ATTENTION! Opening (as well as 'saving' and 'submitting') the form may take a little while.

3 PIM DAM PRODUCT SPECIFICATION FORM F

This chapter explains the HEMA PIM DAM web form 'product specification F'. What does the form consist of, which functionalities are embedded, and how should the user process it? There is also a section explaining how the process works on the part of HEMA towards the supplier.

3.1 HOW THE PIM DAM PRODUCT SPECIFICATION FORM F WORKS

Completing HEMA's PIM DAM Product Specification Form F is mandatory to suppliers. There are various moments when the product specification form must be completed:

- If a supplier and HEMA agreed to include a product in the HEMA range; or
- in the event of a change to the composition or packaging of an existing HEMA product; And finally,
- if the data must be updated in the context of the mandatory biennial product details audit. HEMA sends the supplier a request to complete a product specification form F for a product. This request is sent via e-mail with two digital links: one for the form in Dutch and one for the form in English. Click on one of these links to open the PIM DAM product specification form for the specific product in an internet browser.

3.2 STRUCTURE OF THE PRODUCT SPECIFICATION FORM F

After opening the form using the link, the section 'General Product and Supplier Information' opens. The HEMA item number and product name are autofilled, clarifying which product the form pertains to.

3.2.1 SECTIONS

The form consists of various sections to contain different detail groups, i.e.:

- General product and supplier information;
- Product structure;
- Product composition;
- Nutritional value;
- Details of allergens;
- Chemical / physical data, microbiological data;
- Food safety systems (supplier);
- Sell-by / use-by dates tests;
- Composition;
- ingredient requirements;
- Sustainability / CSR certificates;
- Method of preparation;
- Possible claims;
- Information relating to the packaging; and finally
- any supplementary requirements.

In addition to these main sections, the form has some supplementary sections that appear only if a product has certain features. This concerns the following sections:

- Supplementary information relating to chocolate,
- Supplementary information relating to products of animal origin; and
- Supplementary information relating to vitamins & minerals (as additives).

The various sections are individually reviewed in Chapter 4. All the different sections are displayed in Figure 1.

Figure 1. The product specification form consists of different sections. The sections are structured based on the information requested. Click the + to show or hide the requested information within the section. In the bottom section of the form, two buttons are available: 'save' and 'submit'. 'Save' is intended to save the information during completion of the form. 'Submit' serves to send the information to HEMA after fully completing the form.

You can show or hide the information within each section by clicking on the section title. As the information in the form is used for, among other things, compliance with several statutory guidelines and for autofilling label texts, the form contains functionality ensuring you enter the correct information. Some entry fields and some lines on entry fields are mandatory to enable validation.

It is possible that other entry fields become mandatory based on completing certain fields. This way, the system helps the user to ensure full and correct completion of the form before submitting it.

3.3 SAVE, PRINT AND SUBMIT

If the supplier wants to save the form during the completion process because not everything has been entered or because the user has to wait for information necessary to complete the form, the Save button can be used. Be aware that if started in a section relating to certificates, these sections need to be completed (or emptied) before being able to save the form. The **'Save'** button is available in the bottom section of the screen. We recommend saving the form a few times during completion to ensure you do not lose the data you entered. Please note that the form is saved only if the sections relating to the certificates are completed correctly. These can be found in the sections food safety systems, sell-by / use-by date tests, CSR certificates and information relating to the packaging.

For your own archiving you can print the form. The **'Print'** button is available in the bottom section of the screen. Please be aware that once the form is submitted it will not be available anymore.

The form cannot be submitted until all fields are completed correctly. The **'Submit'** button is available in the bottom section of the screen.

3.4 PROGRESS INDICATOR

The form consists of various sections that can drop down or close by clicking the title bar. The form contains mandatory entry fields and fields that must comply with certain rules. As soon as you start filling a section, the information entered will be checked.

The system monitors if the form has been completed fully and correctly. If an entry field is not entered correctly within a section, or if mandatory fields were left empty, the title bar will show an error message icon (see Figure 2), letting you know that this section was not correctly or fully completed.

It is important to know that the form cannot be submitted as long as the title bars show an error message indication. The user can change sections to complete information. It is not mandatory to walk through the sections top-down, as long as the entire form has been completed fully and correctly in the end.

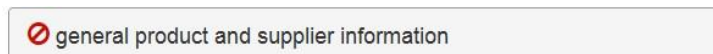


Figure 2 If a section is not fully or correctly completed, a red circle with a line will appear before the section title.

If a section is completed correctly, the title bar will show a green tick before the title (Figure 3) to indicate that this section is completed and free of error messages.



Figure 3 If a section is fully or correctly completed, a green tick will appear before the section title.

3.5 MANDATORY FIELDS AND VALIDATION

During the completion process, the user is assisted by direct validation of mandatory fields. This means that the system checks if the value entered complies with the HEMA guidelines or the provisions of the underlying statutory requirements.

If a mandatory entry field is left empty or the entry is incorrect, an error message will appear. The entry field will have a red box around it and a text will appear explaining the error message (see Figure 4). Enter the mandatory fields and follow up on the error message to ensure the error messages disappear and the fields are restored to their previous colour.

Figure 4. The system assists you in entering the form correctly and completely. Mandatory entry fields that have no entry or an incorrect entry will become red and an error message will appear below the entry field.

3.5.1 NUMERICAL VALUES

The validation is activated on some of the entry fields to check if a numerical value was entered. The following then applies to numbers: 0 through 9 must be entered. If it concerns a number with decimals, use . (dot) as the separator.

- Correct : 0.1 - 7.8 - 9.44
- Incorrect : 0,1; 7,8; nine

3.6 LOCATION DETAILS (NAME / ADDRESS DETAILS):

Various name/address details are to be entered in the form. The supplier data and, if different from the supplier's address, also the production, warehousing and packaging details. The HEMA PIM DAM system will remember the different location details for each supplier. This way, you do not need to enter these every time.

All location details must be entered once for PIM DAM to recognise these. This means that when entering the address details for the first time in a product specification form, you need to enter the full name/address details. **Provided that the form was submitted**, the next time you can select the location details from a drop-down menu.

Please note: If you use a reference item when completing the product details, it is important to carefully check the location details.

3.7 INGREDIENT LIST

The PIM DAM system provides a pre-defined ingredient list. In entry fields where ingredients are requested, an ingredient list will appear at the moment you start typing. The user must select ingredients from this list (see Figure 5). You can select an ingredient from the list that appears by clicking on the ingredient.

If ingredients are not listed, please contact HEMA to add these to the PIM DAM ingredient list. You can do so by sending an e-mail to QC-FOOD@hema.nl.

It is important to know that the ingredients will only appear on typing the first letters of the ingredient name. It is possible that the naming of the supplier differs from the naming HEMA uses in PIM DAM. Please consult the ingredients list via the button in the bleu title bar in the product specifications form, to be ensured that a certain ingredient is not available in PIM DAM, before you contact HEMA.

Please note that only individual ingredients can be added to the ingredient list. This means that ingredients such as jam and soy sauce will not be available. Jam consists of fruit, sugar and preservatives or emulsifiers. Those are the ingredients you should state.

component	percentage	ingredient
mustard	13 %	mus
	%	mushroom
	%	mushroom extract
	%	mushrooms
	%	mussels
	%	mustard cress
	%	mustard flour
	%	mustard seed

Figure 5. The pre-defined ingredient list is visible for the fields where these are requested.
The relevant ingredient must be selected from this list.

3.8 SELECTION FIELDS

In some entry fields, only a certain value may be entered. These fields have a pre-defined list to select from.

Figure 6. In order to ensure uniform entries in the entry fields, the entry fields have pre-defined values. The user must select one of these values.

3.9 CALCULATION FIELDS

In order to simplify the form and increase entry quality, calculation rules are added. This means a number of fields are autofilled based on entries in other fields.

These entry fields are greyed out and the values appear when entry fields are autofilled with the calculation results (Figure 7).

Figure 7. The fields that are autofilled based on a calculation rule are greyed out. The value appears if the data for the required calculation are entered. These fields cannot be edited.

3.10 CERTIFICATES

All certificates that apply to the product must be supplied to HEMA. This also applies to all updates and/or new versions of certificates already delivered. HEMA will check if all certificates indicated in the form were actually received by HEMA. The form provides a drop-down list to select from all known certificates (if the form in which the certificate is uploaded is at least 'saved'). It also includes an option for uploading a new certificate.

4 COMPLETION OF THE PRODUCT SPECIFICATION FORM F

The previous chapter set out the composition of the form and the functionalities used. This paragraph will set out the content of the various sections and the values to be entered. A detailed explanation will follow for each section of the form.

4.1 GENERAL PRODUCT AND SUPPLIER INFORMATION

General Product Information

The details requested here relate to consumer packaging. These details will also be used in preparing the packaging text.

Information entered in this section will be reused in different sections of the form to add specific sections and calculate nutritional values, among other things. For example: The choice 'IFS category' in the entry field will affect the appearance or non-appearance of supplementary sections. For instance, if a group is selected that may contain chocolate, the section 'supplementary information chocolate' will be added.

Other additional sections include information relating to animal origin and information relating to vitamins & minerals (as additives). Also basic units such as net weight, content and portion size will be reused later in the form, for example to automatically calculate the nutritional value per portion.

This section also requires entering the Consumer Act indications. This means the legal name for the product, for example confectionery for winegums or milk chocolate for an easter egg. As a basic unit, you may select g or ml. This unit will be copied to the rest of the form. Please ensure that the selected weight indication matches the statutory indication of weight.

In the entry field 'use-by after opening', please enter 0 if the product should be consumed immediately.

Supplier Information

The supplier is always the company from which HEMA buys the product.

- The product location/locations is/are always the location/locations where the product is actually manufactured;
- The packaging location/locations is/are always the location/locations where the product is packaged in the packaging required by HEMA;
- The storage location/locations is/are always the location/locations where the product is stored.

Under Contacts, enter the details of the person/persons who can be contacted in case of any questions on the content of the product specification. This may be the quality manager, for example. If there are remarks on the content, this will be the contact to whom the remarks will be send.

4.2 PRODUCT STRUCTURE

This section indicates the components of the product. A component could be a pizza base, for example. If the product consists of one component only, for example cheese, this will suffice. For each component, you should indicate the percentage of the product and the ingredients of the component. Please make use of the embedded ingredient list (Figure 8).

component	percentage	ingredient
Pizza crust	40 %	wheat flour, water, salt, bread impr..., emulsifier...
Tomato sauce	30 %	tomato, tomato puree, salt, oregano
Cheese	20 %	milk, microbiolo..., rennet, colouring e...

Figure 8. In the product composition, you should enter the various components that make up the product. For each component, please set out the ingredients of the component. You may make use of the ingredient list.

4.3 PRODUCT COMPOSITION

In this section, please enter all ingredients that make up the product. You must enter the precise composition of the product. This means at the individual ingredient level rather than the component level.

Composite ingredients, for example bread crumbs, cheese or chocolate, should not be entered here. Instead, please enter their separate ingredients (for example wheat flour, sugar and pasteurised milk - see Figure 9).

For ingredients such as flour, starch, modified starch, lecithin, vegetable or other oils and fats, herbs, spices, please always enter the source (for example wheat starch, soy lecithin, sunflower oil, etc.).

For ingredients derived from grains containing gluten that do not need to be labelled as such, such as glucose syrup and dextrose, please always enter the source of origin. This may be wheat for glucose syrup, for example.

Additives must always be entered with their functional name and start with their function, for example E100 colourant. Use one line for each additive.

ingredient	percentage	allergens present in the ingredient	country of origin*	ingredient GMO-free
wheat flour	30 %	wheat, glutes	japan x france x	<input checked="" type="radio"/> yes <input type="radio"/> no

E-number/ flavor or fragrance what kind is used? ☐
 eggs? what kind of eggs are used? ☐
 ingredient of animal origin? if so, which animal?

Figure 9. In the product composition screen, the various ingredients or additives contained in the product must be entered. Please use a new line for each ingredient or additive.

- **Ingredients & Percentages:** The ingredients must be entered in decreasing quantities. Please use one line for each ingredient or additive. Only individual ingredients that make up 2% or more of the finished product should be entered. Any composite ingredients should be entered only if these make up less than 2% of the finished product. Please enter the exact percentage of the ingredient in the finished product. If this concerns a composite ingredient that makes up less than 2% of the product, please enter 2%.
- **Allergens:** Please enter which allergens are present in the ingredient.
- **Country of origin:** For each individual ingredient, please enter the country of origin.
- **E number/aroma:** If the ingredient is or contains an E number or aroma, please enter the type of E number or aroma. You can use the selection menu.
- HEMA prefers using products with natural flavours, fragrances and colourants.
- **Eggs - farming system:** If the ingredient is or contains egg, please indicate the farming system of origin. You can use the selection menu.
- **Animal origin:** Please indicate the animal from which the ingredient is derived if the ingredient is of animal origin.

4.4 NUTRITIONAL VALUES

This section serves to indicate how the nutritional value was created. Please enter the values for nutritional values for each 100g. The portion values are automatically calculated in the system. Please at least enter the values for fat, saturated fat, carbohydrates, sugars, nutritional fibre, protein and sodium (see Figure 10).

The system will automatically calculate the values of some nutrients. Based on the macro-nutrients, the energy value is calculated automatically. The value for salt is automatically calculated based on the sodium value. These calculations are performed in accordance with European legislation.

nutritional value		
which method is used to determine the nutritional value?*		
	calculated on base of ingredients <input checked="" type="checkbox"/>	
energy (kJ)*	30392.58	121570.30
energy(kcal)*	7264.00	29056.00
fat*	0	0.00
carbohydrates*	388	1552.00
dietary fiber*	858	3432.00
protein*	999	3996.00
sodium**	0.55	2.20
salt	1.375	5.50

Figure 10. In the nutritional value section, the values of nutrients per 100 g/ml must be entered. The portion values are calculated automatically.

4.5 INFORMATION ABOUT ALLERGENS

In this section, enter for each allergen in the list if this is or may be present in the product (see Figure 11):

- + : Allergen is present in the product.
- +/- : Allergen may be present in the product (cross-contamination). It is mandatory to inform HEMA of (possible) cross-contamination. HEMA states this on all her products even though it is not required by legislation.
- - : Allergen is not present in the product and cannot be present in the product due to cross-contamination.

allergen information							
gluten*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	peanuts*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	macadamia nuts*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	lactose	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -
wheat*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	soya*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	celery*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	cacao	<input checked="" type="radio"/> + <input type="radio"/> +/- <input type="radio"/> -
rye*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	milk*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	mustard*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	glutamate	<input checked="" type="radio"/> + <input type="radio"/> +/- <input type="radio"/> -
barley*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	almonds*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	sesame seeds*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	chicken	<input checked="" type="radio"/> + <input type="radio"/> +/- <input type="radio"/> -
oat*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	hazelnuts*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	sulphite*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	coriander	<input type="radio"/> + <input type="radio"/> +/- <input checked="" type="radio"/> -
spelt*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	walnuts*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	lupin*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	maize	<input type="radio"/> + <input type="radio"/> +/- <input checked="" type="radio"/> -
kamut*	<input checked="" type="radio"/> + <input type="radio"/> +/- <input type="radio"/> -	cashews*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	molluscs*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -	legumes	<input type="radio"/> + <input type="radio"/> +/- <input checked="" type="radio"/> -
crustaceans*	<input checked="" type="radio"/> + <input type="radio"/> +/- <input type="radio"/> -	pecan nuts*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -			pork	<input type="radio"/> + <input type="radio"/> +/- <input checked="" type="radio"/> -
egg*	<input checked="" type="radio"/> + <input type="radio"/> +/- <input type="radio"/> -	brazil nuts*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -			beef	<input type="radio"/> + <input type="radio"/> +/- <input checked="" type="radio"/> -
fish*	<input type="radio"/> + <input type="radio"/> +/- <input checked="" type="radio"/> -	pistachio nuts*	<input type="radio"/> + <input checked="" type="radio"/> +/- <input type="radio"/> -			carrots	<input type="radio"/> + <input type="radio"/> +/- <input checked="" type="radio"/> -

Figure 11. In the allergens section, please enter for each allergen if it is or may present in the product. This must be entered for each value in the list.

If the product contains or may contain fish, shellfish or seafood, please indicate the specific type of fish, shellfish or other seafood. For the allergen sulphite, please indicate if this concerns a quantity under or over 10 ppm. The form will ensure that these fields appear after ticking these allergens (see Figure 12).

spelt*	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>	walnuts*	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>	sulphite*	<input checked="" type="radio"/> + <input type="radio"/> - <input type="radio"/>	maize	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>
kamut*	<input checked="" type="radio"/> + <input type="radio"/> - <input type="radio"/>	cashews*	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>	lupin*	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>	legumes	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>
crustaceans*	<input checked="" type="radio"/> + <input type="radio"/> - <input type="radio"/>	pecan nuts*	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>	molluscs*	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>	pork	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>
egg*	<input checked="" type="radio"/> + <input type="radio"/> - <input type="radio"/>	brazil nuts*	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>			beef	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>
fish*	<input checked="" type="radio"/> + <input type="radio"/> - <input type="radio"/>	pistachio nuts*	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>			carrots	<input type="radio"/> + <input type="radio"/> - <input type="radio"/>

specify the type of fish

is the quantity of sulphite < 10 ppm

Figure 12. If you indicate that fish, shellfish or seafood are included in the recipe, a supplementary entry field appears in the allergens section. The same applies to the allergen sulphite.

4.6 SUPPLEMENTARY INFORMATION

If a product contains chocolate, meat, cheese or fish, supplementary information will be requested.

4.6.1 SUPPLEMENTARY INFORMATION RELATING TO CHOCOLATE

This section will appear if you indicated that the product contains or may contain chocolate. In that case, you must enter percentages for certain components. HEMA uses this information to assess if the chocolate complies with the applicable legislation and regulations.

If a product does not contain chocolate as such, but does contain chocolate ingredients, please enter this accordingly in the entry field 'other, i.e. ...' (see Figure 13).

additional information chocolate							
	% of total product	% dry cocoa solids	% cacao butter	% fat-free cocoa solids	% dry milk solids	% milk fat	Total cacao butter and milk fat
dark chocolate	<input type="text"/>	<input type="text" value=">35%"/>	<input type="text" value=">18%"/>	<input type="text" value=">14%"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
milk chocolate	<input type="text"/>	<input type="text" value=">25%"/>	<input type="text"/>	<input type="text" value=">2.5%"/>	<input type="text" value=">14%"/>	<input type="text" value=">3.5%"/>	<input type="text" value=">25%"/>
white chocolate	<input type="text"/>	<input type="text"/>	<input type="text" value=">20%"/>	<input type="text"/>	<input type="text" value=">14%"/>	<input type="text" value=">3.5%"/>	<input type="text"/>
other, namely <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

The rates above should meet the specified minimum percentages as specified in 2000/36/EC concerning foodstuffs containing cacao/chocolate. In case the percentages can not be met, please use the last row.

☐ Contains besides cocoa butter also other vegetable fats

Figure 13. This screen is displayed if you indicated that the product contains chocolate. The required information must be entered here.

4.6.2 SUPPLEMENTARY INFORMATION RELATING TO PRODUCTS OF ANIMAL ORIGIN

Depending on choices you made previously, this section will require supplementary information on meat, cold-cuts, cheese, fish and fisheries products.

The screenshot shows a web form titled "additional information relating to products from animal origin". It is divided into two main sections: "general" and "meat and meat products".

general

EC number manufacturer: [AD] [] [make a]

meat and meat products

meat(product) 1

enumeration used technical parts and organs: []

what are the countries of origin of the meat: []

used quantity of meat per 100 gram product: []

☐ composed of pieces of meat

+ add meat(product)

Figure 1413. This figure shows the screen where you must enter supplementary details on animal origin.

The screenshot shows a web form titled "cheese". It contains several input fields and dropdown menus for supplementary information.

cheese

cheese(product) 1

which type of milk was used: []

what are the countries of origin of the milk: []

which thermal treatment has the milk been subjected to: [make a selection]

which mould has been used: [make a selection]

which bacterium has been used: []

is the cheese equipped with a paraffin layer: [make a selection]

has natamycin been used: [make a selection]

which type of coagulant has been used: [make a selection]

+ add cheese(product)

Figure 15. This figure shows the screen where you must enter supplementary details on cheese in the product.

4.6.3 SUPPLEMENTARY INFORMATION RELATING TO VITAMINS & MINERALS (AS ADDITIVES).

This section must be entered only if the product is enriched with vitamins and/or minerals or if the product is a natural source of vitamins and/or minerals. You are requested to indicate:

- Which vitamins and/or minerals (as additives) the product contains
- For enriched products, which permissible compound was used. For natural levels, please enter 'natural'.
- The content per 100 gr/ml at the end of the use-by date.

The values per portion and the Recommended Dietary Allowance (RDA) are autofilled (see Figure 16).

vitamins & minerals	compounds used	content at the end of the shelf life per 100 g	RDA per 100 g	content at the end of the shelf life per portion of 12 g	ADH* per portion of 12 g
Vitamin A	retinol	12	1.5	1.4	0.2
		??	%	??	%
		??	%	??	%
		??	%	??	%
		??	%	??	%
		??	%	??	%
		??	%	??	%

Figure 1614. The supplementary information for vitamins and/or minerals (as additives) per 100 g should be entered in the above screen. The form automatically calculates the value.

4.7 CHEMICAL / PHYSICAL DATA

This serves to enter supplementary information on Aw and pH values. If applicable, please enter supplementary information on fruit syrup, children's drinks and fruit juices, nuts, peanuts, raisins, currants and derived ingredients.

If the data are not fully completed, only the standards applied by HEMA's laboratory will apply. For all applicable values, please indicate the following (see Figure 17):

- Target value
- Minimum tolerance
- Maximum tolerance

parameter	value	minimum tolerance (m)	maximum tolerance (M)
aw value	88	10000000	400
pH	1526	1615	165145145

parameter	value	minimum tolerance (m)	maximum tolerance (M)
density			
fruit level			
sugar level			
moisture level			

Figure 17. The chemical / physical information section generally indicates the aW and pH values. Also, if applicable, supplementary information on fruit syrup, children's drinks and fruit juices, nuts, peanuts, raisins, currants and derived ingredients.

4.8 MICROBIOLOGICAL DATA

This section serves to enter supplementary information on microbiological properties of the product. For each parameter displayed, if applicable for the product, please enter the following (see Figure 18):

- Target value
- Minimum tolerance
- Maximum tolerance

parameter	value	minimum tolerance (m)	maximum tolerance (M)
total aerobic colony-forming unit*	100000 kve/g	8 kve/g	10000000 kve/g
ferment	kve/g	kve/g	kve/g
moulds	kve/g	kve/g	kve/g
ferment & moulds	kve/g	kve/g	kve/g
enterobacteriaceae	kve/g	kve/g	kve/g
lactobacillus	kve/g	kve/g	kve/g
colony-forming unit dairy	kve/g	kve/g	kve/g
not-lactobacillus	kve/g	kve/g	kve/g
coliforms	kve/g	kve/g	kve/g

Figure 18. The microbiological details section serves to enter these properties regarding the product. Please note that this section contains a number of mandatory fields that are not immediately visible.

4.9 FOOD SAFETY SYSTEMS

In this section, please indicate which food safety systems are applicable to the supplier. The default values for the system are set to No. For each food safety system, the certifying body that issued the certificate must be entered and the expiration date of the certificate (see Figure 19a).

system	certificate	certifying body	valid until
HACCP	<input type="radio"/> yes <input checked="" type="radio"/> no		
BRC	<input checked="" type="radio"/> yes <input type="radio"/> no		
IFS	<input type="radio"/> yes <input checked="" type="radio"/> no		
ISO22000	<input type="radio"/> yes <input checked="" type="radio"/> no		
GMP	<input type="radio"/> yes <input checked="" type="radio"/> no		
other, namely	<input type="radio"/> yes <input checked="" type="radio"/> no		

Figure 19a. The food safety systems section serves to enter the systems applicable to the supplier. For each certificate, please enter the certifying body and expiration date.

You can use the calendar function to select the right date. This is not clearly visible at first sight. Move the cursor to the upper bar that states month and year. Move left or right and up. This displays a square that you can move to the previous month (left) or the next month (right) (see Figure 19b).

The screenshot shows a form with three sections for food safety systems: BRC, IFS, and ISO22000. Each section has radio buttons for 'yes' and 'no'. To the right of these sections is a calendar for May 2014. The calendar has a header bar with the month and year, and a grid of days. The day '6' is highlighted in yellow.

Figure 19b. The food safety systems section serves to enter the expiration date of each certificate. Use the calendar to browse to the right date by moving the cursor in the top bar.

4.10 SELL-BY / USE-BY DATE TEST

To determine by when the product must be sold/used, HEMA performs sell-by/use-by tests. This section serves to indicate how the sell-by/use-by dates of this product were determined. If a test was performed, please tick Yes in this section. Then indicate which company tested the product and the parameters applied.

We kindly request you to attach a copy of the analysis report.

Now several entry fields will appear that must be completed. (Figure 20)

The screenshot shows a form titled 'research expiry date (best before date/use before date)'. It contains a paragraph of text: 'To ensure the best before date/use before date of a product shelf life studies are used. Please indicate how the shelf life study of this product is established. (please enclose a copy of the shelf life study to this document)'. Below this is a question in Dutch: '[NOG VERTALEN] Heeft u voor dit product of een soortgelijk product een houdbaarheidstest bij een onafhankelijk microbiologisch laboratorium ingezet?'. There are radio buttons for 'yes' and 'no'. Below the question are three input fields: 'product', 'research agency', and 'storage temperature during the test'. The 'storage temperature during the test' field has a unit dropdown set to '°C'. Below these fields are two rows of 'parameters' with input fields and a 'keep' button.

Figure 20. The sell-by/use-by date test section serves to indicate if tests have been performed and which parameters were applied in the test. Please forward the analysis report to HEMA. If tests were performed and you tick Yes, the above screen appears.

If no tests were performed to establish the sell-by/use-by dates of the product, please indicate why not. A separate field is available in the form for this purpose (see Figure 21).

research expiry date (best before date/use before date)

To ensure the best before date/use before date of a product shelf life studies are used. Please indicate how the shelf life study of this product is established. (please enclose a copy of the shelf life study to this document)

[NOG VERTALEN] Heeft u voor dit product of een soortgelijk product een houdbaarheidstest bij een onafhankelijk microbiologisch laboratorium ingezet?

☐ yes
☒ no

[NOG VERTALEN] Geef u alstublieft aan waarom een houdbaarheidstest ontbreekt:

to test this field is filled with text.

Figure 21. If you tick No in the sell-by/use by date test section, please enter the reason of not performing any tests.

4.11 COMPOSITION REQUIREMENTS

Under composition requirements, please indicate if the product is free of GMO ingredients from the source of origin. Please also indicate if nanotechnology was used. HEMA aims to limit its use.

Using the colourants E102, E104, E110, E122, E124 and E129, for which you are legally required to include a warning on the label, is only in exceptional cases allowed in products for distribution to HEMA.

In this section, please indicate if none or any of the above colourants with the numbers E102, E104, E110, E122, E124 or E129 were used (see Figure 22).

compositional requirements

The used raw materials and additives in the product are not GMO-free from the source of origin. Please indicate whether this is the case.

☒ the used raw materials and additives in this product are GMO-free from the source of origin
☐ the used raw materials and additives in this product are not GMO-free from the source of origin

HEMA aims to restrict the use of nanotechnology, specify whether nanotechnology has been used to make this product.

☒ nanotechnology has been used
☐ nanotechnology has not been used

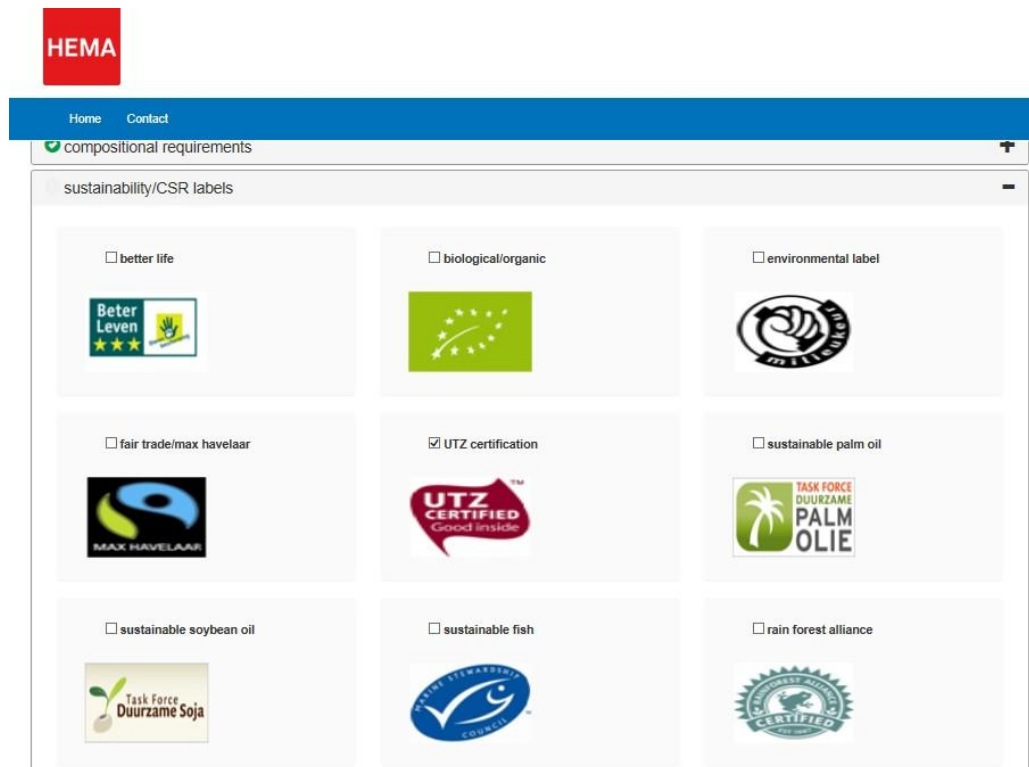
For using dyes E102, E104, E110, E122, E124 and E129 a warning is legally required on the label. These dyes are not allowed in products delivered to HEMA. Specify whether colorants E102, E104, E110, E122, E124 or E129 are used to make this product, these colorants are not used in this product.

☒ this/these colorant(s) is/are used in this product
☐ these colorants are not used

Figure 22. In the composition requirements section, please indicate the use of certain methods or colourants. These are mandatory fields.

4.12 SUSTAINABILITY / CSR CERTIFICATES

In this section, please enter which certificates and/or labels apply to the product or to the production location. There is a choice from a number of certificates considered important within HEMA (see Figure 23).



HEMA

Home Contact

compositional requirements

sustainability/CSR labels










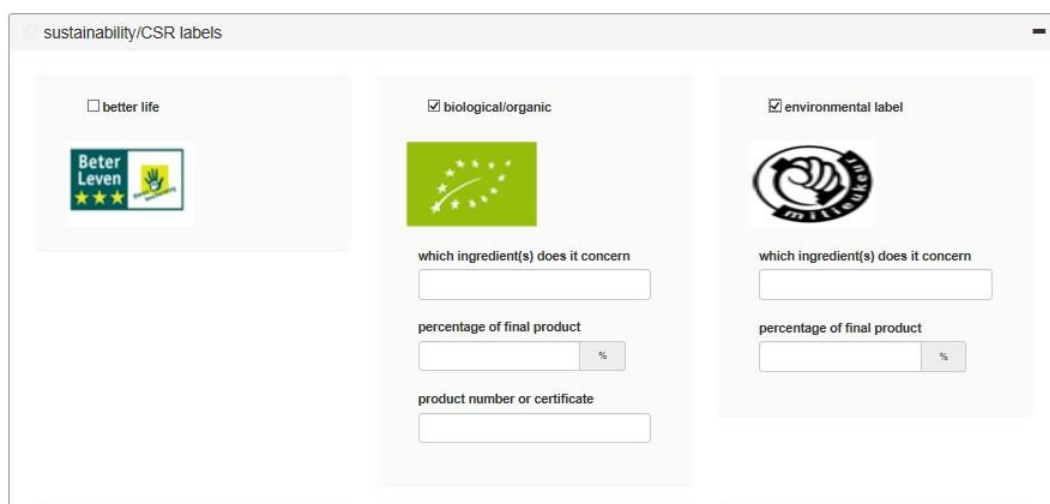
<input type="checkbox"/> better life 	<input type="checkbox"/> biological/organic 	<input type="checkbox"/> environmental label 
<input type="checkbox"/> fair trade/max havelaar 	<input checked="" type="checkbox"/> UTZ certification 	<input type="checkbox"/> sustainable palm oil 
<input type="checkbox"/> sustainable soybean oil 	<input type="checkbox"/> sustainable fish 	<input type="checkbox"/> rain forest alliance 

Figure 23. The sustainability/CSR certificates section serves to enter the certificates or labels that are applicable to the product or to the production location. For each certificate/label, supplementary information may be requested.

For each certificate/label, supplementary information may be requested. This information will become visible as soon as a certificate/label is ticked (see Figure 24).



sustainability/CSR labels




<input type="checkbox"/> better life 	<input checked="" type="checkbox"/> biological/organic  which ingredient(s) does it concern <input type="text"/> percentage of final product <input type="text"/> % product number or certificate <input type="text"/>	<input checked="" type="checkbox"/> environmental label  which ingredient(s) does it concern <input type="text"/> percentage of final product <input type="text"/> %
---	--	--

Figure 24. Supplementary information will be requested for each certificate/label. The associated entry fields will appear as soon as you tick the certificate/label.

4.13 PREPARATION METHOD

If the product needs to be prepared after buying, the preparation method must be entered in this section. For preparation in microwave ovens, please base the instructions on a microwave of at least 750 Watts (see Figure 25).

	capacity/temperature	time	preparation method
microwave	30 watt	minutes	
oven	* C	minutes	
convector oven	* C	minutes	
pan	* C	minutes	
other...	* C	minutes	

Figure 25. The preparation method, temperature, time and instructions for this product must be entered in this section separately for each method.

4.14 POSSIBLE CLAIMS

This section serves to enter which claims may be expected. The following claims can be entered: general claims, free of allergens, food claim according to EG/1924/2006 or other claims (for example generic health claims, content claims). If no claims are applicable, this must be indicated with the relevant tick box in the bottom of the section (see Figure 22).

The supplier indicates which claims are applicable to the product. However, HEMA will decide whether or not these claims can and/or will be applied.

possible claims

general claims

☒ no artificial colours or flavourings

☒ no colours or flavourings

☒ no artificial colours, no added flavourings

☒ no flavourings, no added colours

☒ no artificial additives

allergen free

☒ gluten free (only if cross-contamination is also ruled out completely)

☒ gluten free (only if cross-contamination is also ruled out completely)

☒ lactose free (only if cross-contamination is also ruled out completely)

☒ milk protein free (only if cross-contamination is also ruled out completely)

food claims according to EC/1924/2006

energy ☐ low energy value ☒ decreased energy value ☐ no energy

fat ☒ low fat ☒ not free

other

☐ enriched with vitamins

☐ enriched with minerals

☐ enriched with vitamins

☐ enriched with minerals

☐ contains

☐ increased level of

☐ decreased level of

☐ low

☒ other than above

none of above

☒ none of the claims as mentioned above

Figure 26. The possible claims section provides the option of indicating which claims are possibly applicable to the product. This section consists of a number of different types of claims: general claims, allergen-free, food claim according to EG/1924/2006 or other. Also enter an answer if none of the previous claims are applicable. This is visible in the left and right sections of the figure.

4.15 INFORMATION RELEVANT TO THE PACKAGING

This serves to enter supplementary information regarding which materials come in contact with the foodstuffs (see Figure 23). Please indicate if the packaging material used complies with the various European regulations:

- European regulation 1935/2004 relating to materials and objects intended for contact with foodstuffs;
- European regulation 2023/2006 relating to proper manufacturing methods for materials and objects intended for contact with foodstuffs;
- European regulation 10/2011 relating to plastic materials and objects intended for contact with foodstuffs;
- European regulation 282/2008 relating to recycled plastic materials and objects intended for contact with foodstuffs.

information relating to packaging and printing

[NOG VERTALEN] Welke materialen komen in contact met de levensmiddelen in de verpakking? Wanneer hier verpakkingen worden ingevuld dient per verpakking een BRG/IOP certificaat, een soortgelijk certificaat of eigen ondertekende verklaring te worden geüpload.

materialen

[NOG VERTALEN] Voldoen de gebruikte verpakkingsmaterialen allen aan Europese verordening 1935/2004 inzake materialen en voorwerpen bestemd om met levensmiddelen in contact te komen

☐ yes

☐ no

[NOG VERTALEN] Voldoen de gebruikte verpakkingsmaterialen allen aan Europese verordening 2023/2006 betreffende goede fabricagemethoden voor materialen en voorwerpen bestemd om met levensmiddelen in contact te komen

☐ yes

☐ no

[NOG VERTALEN] Voldoen de gebruikte verpakkingsmaterialen allen aan Europese verordening 10/2011 betreffende materialen en voorwerpen van kunststof, bestemd om met levensmiddelen in contact te komen

☐ yes

☐ no

[NOG VERTALEN] Voldoen de gebruikte verpakkingsmaterialen allen aan Europese verordening 282/2008 betreffende materialen en voorwerpen van gerecycleerde kunststof bestemd om met levensmiddelen in aanraking te komen

☐ yes

☐ no

Figure 27. Information relating to the packaging of the product must be entered in the information on packaging section.

4.16 SUPPLEMENTARY REQUIREMENTS

All products supplied to HEMA must fulfil the supplementary requirements. Tick the checkbox in this section to indicate the supplier's agreement with the supplementary requirements (see Figure 28).

additional requirements

- Data specified herein must be substantiated in writing on request.
- Products delivered to HEMA must be equal in terms of model and composition to the test samples approved by the HEMA purchasing department.
- In case of changes to the products, new samples must be submitted to HEMA for approval.
- The chemical and microbiological data specified by the supplier must be approved by HEMA. If these data are not filled out completely, only the standards as used by HEMA's laboratories will apply.
- Shelf life studies for refrigerated products must be carried out at 7°C.
- The shelf life on delivery to the depot specified by the supplier must be approved by HEMA.
- Products must meet the applicable Dutch and European legislation with respect to foodstuff and packaging materials.
- Changes may only be implemented with prior approval from HEMA.
- The accuracy of the submitted data is guaranteed by the supplier and supplier hereby indemnifies HEMA for any damage that may result from any inaccuracies in these data.

☒ I have read the additional requirements and hereby agree

Save Send

Figure 28. All products supplied to HEMA must fulfil the supplementary requirements. The checkbox must be ticked after reading the requirements.

4.17 SUPPLEMENTARY REQUIREMENTS RELATING TO THE JIP & JANNEKE RANGE

All products in the Jip & Janneke range are subject to supplementary requirements relating to their composition. All products must comply with these requirements in order to be included in the Jip & Janneke range. This section will appear only for Jip & Janneke products, displaying all requirements that must be fulfilled. You must enter your agreement with the requirements, indicating that all requirements are fulfilled (see Figure 29).

composition requirements for jip & janneke range

There are additional requirement for products included in the HEMA Jip&Janneke product range. All Jip&Janneke products must meet these requirements. Only products that meet the following requirements can be included in the HEMA Jip&Janneke product range.

- Jip&Janneke products are made only from natural (not nature identical) ingredients. (an exception is made for compounds of vitamins and minerals according tot Dutch legislation "Warenwetbesluit toevoeging micro-voedingsstoffen aan levensmiddelen" and EU regulation 1925/2006/EC and only when permission is granted by HEMA);
- All used materials, ingredients and additives must be GMO-free from source of origin;
- The use of sulphite is not permitted ;
- Only the following colours are permitted for use in Jip&Janneke products: E100, E101, E120, E140, E150a, E153 (only European), E160a, E160c, E160d, E160e, E160f, E161a, E161b, E161c, E161d, E161e, E161f, E161h, E162, E163 (only if sulphite is not used), E170, E171, E172, E173, E174 en E175.
- There are no artificial sweeteners permitted for use in Jip&Janneke products;
- The following additives other than colours are not allowed in Jip&Janneke products: E210, E211, E212, E213, E220, E221, E222, E223, E224, E226, E227, E228, E249, E250, E251, E252, E284, E290, E320, E321, E407, E412, E416, E420, E421, E422, E460, E461, E463, E464, E465, E466, E468, E469, E514, E515, E516, E517, E520, E521, E522, E523, E620, E621, E622, E623, E624, E625.

☐ I have read the additional requirements for the jip and janneke assortment and hereby agree

Figure 29. For products in the Jip & Janneke range, a number of supplementary requirements apply that the supplier must agree to. This section will appear only if the product is a Jip & Janneke product. Please tick the checkbox in the bottom of the screen.

5 FREQUENTLY ASKED QUESTIONS

This chapter contains an overview of the most frequently asked questions and the associated answers. These can be consulted if you have questions during the completion process.

5.1 HOW LONG WILL THE E-MAIL LINK REMAIN ACTIVE?

The link in the e-mail to jump to the PIM DAM product specification form will remain active until the form is submitted. This means that the link will be deactivated on submission of the form using the 'submit' button.

5.2 WILL THE FORM BE AUTOSAVED DURING THE COMPLETION PROCESS?

The form is not saved automatically. This is why we recommend you to use the 'save' button during the completion process. The form can be saved correctly only if all details relating to the certificates have been entered. After pressing the 'save' button, a notification will appear stating that the form was saved correctly. This may take a while, i.e. a few seconds.

5.3 HOW DO I ENTER A PRODUCT CHANGE?

If the product specifications have changed for a specific product, please discuss this with the relevant HEMA contact. Your contact will have to start an internal process within HEMA to ensure that the specifications can be updated. The supplier will receive an e-mail with a link to the form in order to enter the update for the specific product.

5.4 WHAT IF THE INGREDIENT IS NOT INCLUDED IN THE INGREDIENT LIST?

If the ingredient is not included in the ingredient list, it must be added by HEMA. Please be aware that the missing ingredient can only be an individual ingredient, like soy flower, and never a composite product like soy sauce. The supplier should report the missing ingredient in an e-mail to gc-food@hema.nl. Your contact will e-mail or call you accordingly, or communicate under which name the ingredient can be found in the list. After adding the ingredient, this will be communicated by HEMA accordingly, allowing the supplier to continue completion of the form. Please remember to save the data you entered. It is important to know that the ingredients will only appear on typing the first letters of the ingredient name. It is possible that the naming of the supplier differs from the naming HEMA uses in PIM DAM. Please consult the ingredients list via the button in the blue title bar in the product specifications form, to be ensured that a certain ingredient is not available in PIM DAM, before you contact HEMA.

5.5 WHAT IF MY LOCATION IS NOT INCLUDED IN THE LIST?

It is possible that production or packaging locations are not yet entered in PIM DAM. In that case, please enter the new name/address details of the location in the form. To ensure that the system will remember the location details, please save the form.

5.6 HOW DO I COMPLETE THE FORM WHEN MAKING USE OF A REFERENCE ITEM?

If several products have largely the same characteristics, you can make use of a reference item. The data in the form are autofilled in that case, saving the supplier some time. However, please carefully check all autofilled fields in order to ensure the details apply to the relevant item. Please carefully double-check the values before submitting the form.

5.7 HOW COME I CANNOT SAVE THE FORM?

A start is made in sections related to certificates. The concerning section needs to be finished, or emptied in order to save the form. The sections can be filled in later, as well as uploading the concerning certificates.